ABSTRACT OF THE DISCLOSURE

5   A system for call processing is disclosed that includes voice recognition enabled activity code support. The system operates routes a received call to an agent, based on dialed number, other caller provided information, and/or load balancing across agents. The call is then handled by the agent as appropriate. After the call is ended, the system allows the agent to describe the call using voice commands or phrases that result in one

10   or more associated activity codes being electronically recorded in association with the call. The stored activity codes can then be used as the basis for various types of high level functions, such as report generation, customer billing, etc. Voice commands are also recognized relating to agent status. Such agent status commands may, for example, include commands indicating changes in agent status, such as when an agent logs off the

15   system, or when the agent becomes temporarily unavailable to take calls.